COOPER TIRE & RUBBER COMPANY
Findlay, Ohio 45840 419-423-1321

June 15, 2012

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Cooper Tire & Rubber Company has decided that a non-compliance which relates to motor vehicle safety exists in all tires identified as follows:

Cooper Tire Recall #156

Product Name	Size	DOT Serial Number	Owner
Cooper Discoverer H/T	LT235/85R16 L.R. E	UT 0R C5M 5011	Cooper
Cooper Discoverer H/T	LT235/85R16 L.R. E	UT 0R 1BH 5011	Cooper
Mastercraft Courser HTR	LT235/85R16 L.R. E	UT 0R FL8 5011	Cooper
Cooper Discoverer H/T	P265/70R17	UT T6 C5U 0112	Cooper
Cooper Discoverer LSX	265/70R17	UT 1Y CL7 0112	Cooper

Cooper Tire & Rubber Company has determined that the affected tires may contain contaminated rubber in the tread compound which could result in a tread separation. In some cases, the tread or chunks of tread may separate from the tire casing resulting in body damage to the vehicle or in rare cases a driver may lose control resulting in a vehicle crash. Driving at highway speeds should be avoided until the tires have been inspected and replaced if they fall within the identification numbers shown above.

Cooper Tire & Rubber Company is recalling all of the tires with the identification number(s) above. To insure your safety and satisfaction with our product, we request that you return the recalled tires and this letter to your dealer. If the inspection verifies that you have a tire or tires with the suspect identification number, they will be replaced, mounted and balanced at no charge to you if you have presented them for remedy within sixty (60) days after (i) receipt of this letter or (ii) notice that a replacement tire is available (if not available at the time of inspection). It is expected that replacement tires will be available at the time of the inspection. However, if the tires are not available at the time of inspection, they will be available within twenty-one (21) days. After expiration of the sixty (60) day period, tires will be replaced under our normal adjustment policy.

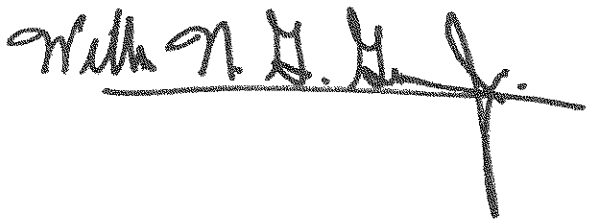
The time required to determine if the tire is subject to RECALL is only a few minutes and approximately thirty (30) minutes per tire if replacement is required.

Should any questions or problems arise while your tires are being inspected or replaced, please call Cooper Tire & Rubber Company's Consumer Relations at (800) 854-6288. We will attempt to be of service to you. In the event you believe we have failed to or are unable to replace your tire(s) without charge to you, within the sixty (60) day period described above, you may so notify the Secretary of Transportation at the following address: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or phone NHTSA's Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153; or go to http://www.safercar.gov).

If you've had your tires replaced before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. For more information contact the Consumer Relations department.

We regret this inconvenience, but are sure that you understand our interest in your safety and satisfaction with your tires. Please see your dealer immediately for free replacement of the recalled tires. Give this letter to them so that it can be returned to us for purposes of this recall.

Sincerely,



William N. G. Geaman, Jr.
Manager, Consumer Quality Systems

TO BE COMPLETED BY DEALER

Tires inspected and replaced _____
(date)

Dealer stamp or name and address

Dealer: Please complete the above section: attach letter to the Tire and Tube Claim Form and return the Claim Form(s) and recalled tire(s) per our standard adjustment procedures.

CC1560612

SHIPPING INSTRUCTIONS

Adjustment tires should be listed as:

Scrap Rubber Tires 194200 – Class 50
The actual value per pound does not exceed $1.00

The proper listing as shown above and as shown on the ***SAMPLE*** Bill of Lading printed below will greatly aid in the assessment of the correct freight rate.

Our adjustment freight policy remains unchanged. You may continue to ship adjustment tires to Cooper in quantities as outlined in your 2012 adjustment procedures.

Please be sure your shipments are made – Freight Collect – to avoid billing by the freight line and/or delays in your adjustment credits.

Please contact Cooper Tire Consumer Relations Department at 800-854-6288, if you have any questions.

This is to certify that the herein-named materials are properly classified, described, packaged, marked and labeled, and are in proper condition for transportation according to the applicable regulations of the Department of Transportation.

Refer to MAP on reverse side for shipping locations

STRAIGHT BILL OF LADING
ORIGINAL - NOT NEGOTIABLE

Shipper No. 4164

Carrier No.

Date 4/20/12

(Name of Carrier) (SCAC)

TO: Consignee	**Cooper Tire & Rubber Co.**	FROM: Shipper	ABC TIRE
	On Collect on Delivery shipments, the letters "COD" must appear before consignee's name - - or as otherwise provided in Item 430, Sec. 1		
Street		Street	2nd Street
Destination	Zip Code	Origin	Orlando, FL Zip Code 32805
Vehicle Number		U.S. DOT Hazmat Reg. Number	

Route

No. Shipping Units	* HM	Kind of Packaging, Description of Articles, Special Marks and Exceptions	Weight (Subject to Correction)	RATE	CHARGES
146		**Scrap Rubber Tires 194200 - Class 50**	4600	**Class 50**	
		The actual value per pound does not exceed $1.00			
		Render Freight Bill to Cooper Tire & Rubber Company,			
		P.O. Box 550, Findlay, OH 45839			

SAMPLE

REMIT C.O.D. TO: ADDRESS	COD Amt: $	C.O.D. FEE: PREPAID ☐ COLLECT ☐ $
Note – Where the rate is dependent on value, shippers are required to state specifically in writing the agreed or declared value of the property. The agreed or declared value of the property is hereby specifically stated by the shipper to be not exceeding $ _____ per _____	(Signature of Consignor)	TOTAL CHARGES: $ FREIGHT CHARGES FREIGHT PREPAID except when box at right is checked Check box if charges are XXX to be collect

RECEIVED, subject to the classifications and lawfully filed tariffs in effect on the date of the issue of this Bill of Lading, the property described above in apparent good order, except as noted (contents and condition of contents of packages unknown), marked, consigned, and destined as indicated above which said carrier (the word carrier being understood throughout this contract as meaning any person or corporation in possession of the property under the contract) agrees to cary to its usual place of delivery at said destination, if on its route, otherwise to deliver to another carrier on the route to said destination. It is mutually agreed as to each carrier of all or any of, said property over all or any portion of said route to destination and as to each party at any time interested in all or any of said property, that every service to be performed hereunder shall be subject to all the bill of lading terms and conditions in the governing classification on the date of shipment.

Shipper hereby certifies that he is familiar with all the bill of lading terms and conditions in the governing classification and the said terms and conditions are hereby agreed to by the shipper and accepted for himself and his assigns.

SHIPPER ABC TIRE	CARRIER
PER John Sample	PER
EMERGENCY RESPONSE TELEPHONE NUMBER	DATE

1

Monitored at all times the Hazardous Material is in transportation including storage incidental to transportation (§172.604)

* Mark with an "X" to designate Hazardous Material as defined in the Department of Transportation Regulations governing the transportation of hazardous materials. The use of this column is an optional method for identifying hazardous materials on bills of lading per Section 172.201(a) (1) (iii) of Title 49, code of Federal Regulations. Also, when shipping hazardous materials, the shipper's certification statement prescribed in Section 172.204(a) of the Federal Regulation must be indicated on the bill of lading, unless a specific exception from this requirement is provided in the Regulations for a particular material.

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REV. 4/12

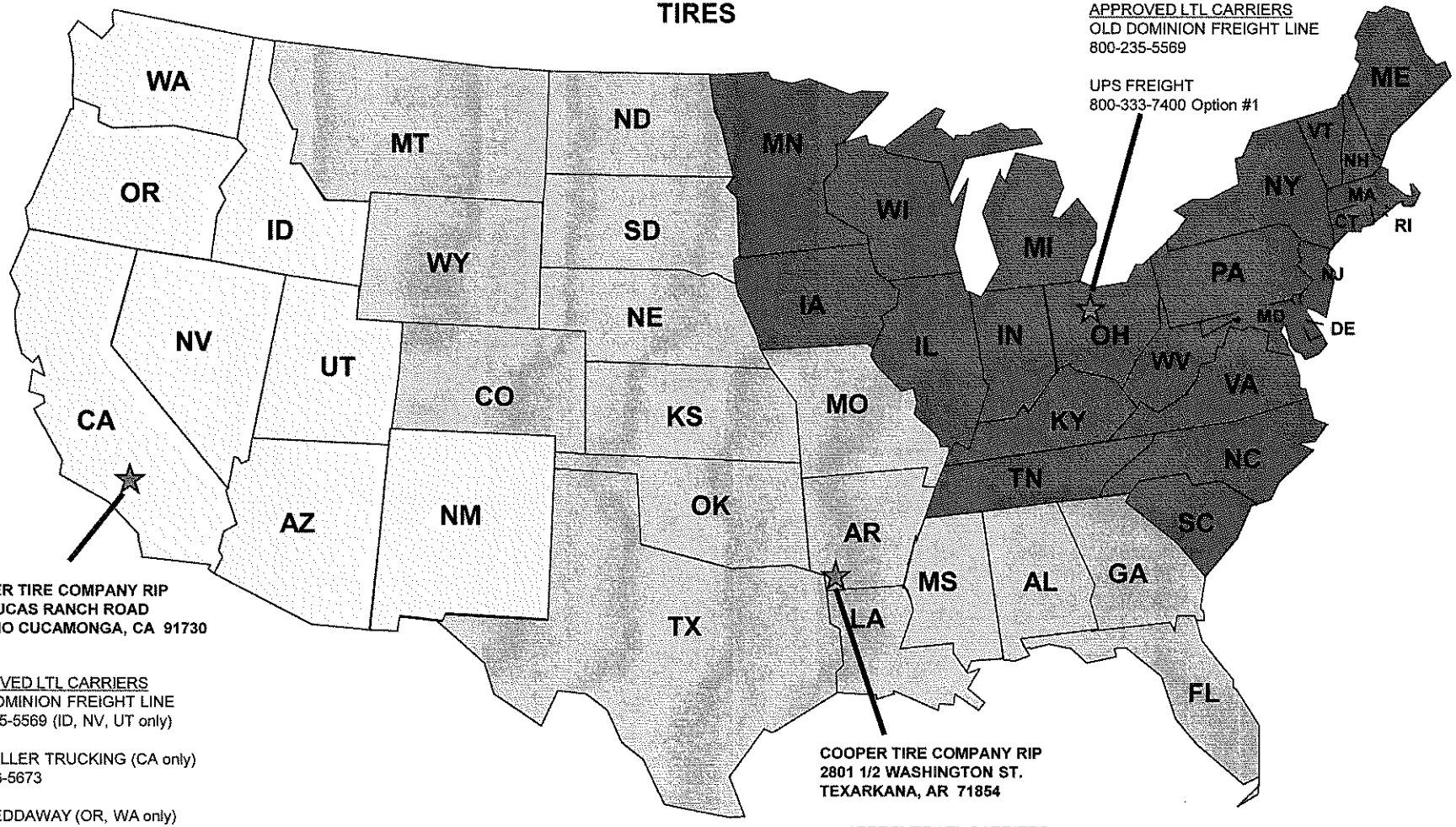
MAIL ALL ADJUSTMENT PAPER WORK SEPARATELY TO:

COOPER TIRE
CONSUMER RELATIONS
PO BOX 550
FINDLAY, OH 45839

COOPERTIRES®

OVER 1000 lbs. CAN BE SENT FREIGHT COLLECT- CHECK SCRAP RUBBER CLASS 50

REGIONAL INSPECTION POINTS AND REQUIRED CARRIERS FOR ADJUSTMENT TIRES



COOPER TIRE COMPANY RIP
800 WESTERN AVENUE
FINDLAY, OH 45840

APPROVED LTL CARRIERS
OLD DOMINION FREIGHT LINE
800-235-5569

UPS FREIGHT
800-333-7400 Option #1

COOPER TIRE COMPANY RIP
9363 LUCAS RANCH ROAD
RANCHO CUCAMONGA, CA 91730

APPROVED LTL CARRIERS
OLD DOMINION FREIGHT LINE
(800-235-5569 (ID, NV, UT only)

ROY MILLER TRUCKING (CA only)
800-336-5673

USF REDDAWAY (OR, WA only)
(800) 395-1360

UPS FREIGHT (AZ, NM only)
800-333-7400 Option #1

COOPER TIRE COMPANY RIP
2801 1/2 WASHINGTON ST.
TEXARKANA, AR 71854

APPROVED LTL CARRIERS
OLD DOMINION FREIGHT LINE
800-235-5569

YELLOW FREIGHT (WY, NE only)
800-610-6500

MANUFACTURER'S TIRE AND TUBE CLAIM

FORM NO. 08-34 REV 12/11

FROM:

NAME

STREET ADDRESS

CITY & STATE

CUSTOMER/DEALER NUMBER

CREDIT TO

DO NOT WRITE IN THE SPACE BELOW

CLAIM NO. C 725709

IMPORTANT

Please mail claims to:
The Cooper Tire Company
Attn: Consumer Relations
701 Lima Avenue
Findlay, Ohio 45840

Please refer to your Dealer Adjustment Procedure manual for instructions on returning tires.

I/We hereby certify that the merchandise below described was not involved in any incident involving personal injury or property damage other than damage to such merchandise, that such merchandise is free and clear of all liens and that I/we will save the Manufacturer harmless from any claims or loss resulting from liens on the aforesaid merchandise.

ITEM	SIZE AND TYPE	D.O.T. / SERIAL NUMBER	COND. CODE	TREAD DEPTH 32NDS	REPL. PRICE	DATE ADJ.	NAME OF CONSUMER	ADDRESS OF CONSUMER (PLEASE PRINT)
1								
2								
3								
4								
5								
6								
7								
8								
9								
10								
11								
12								
13								
14								
15								

I hereby certify that I have made the adjustments listed above and that they have been accepted by the consumer. In handling these claims I have adjusted these items on the basis of (1) the original purchase price or (2) my actual current retail selling price at the time of adjustment.

DEALER SIGNATURE _____ DATE SHIPPED _____

DO NOT WRITE IN THE SPACE BELOW

(SEE BACK OF FORM FOR INSTRUCTIONS TO PROPERLY COMPLETE CLAIM FORM)

ADJ. FILE

Please Use Ball-Point Pen. Exert Heavy Pressure With Forms Set Placed on Hard Surface

CLAIM INSTRUCTIONS

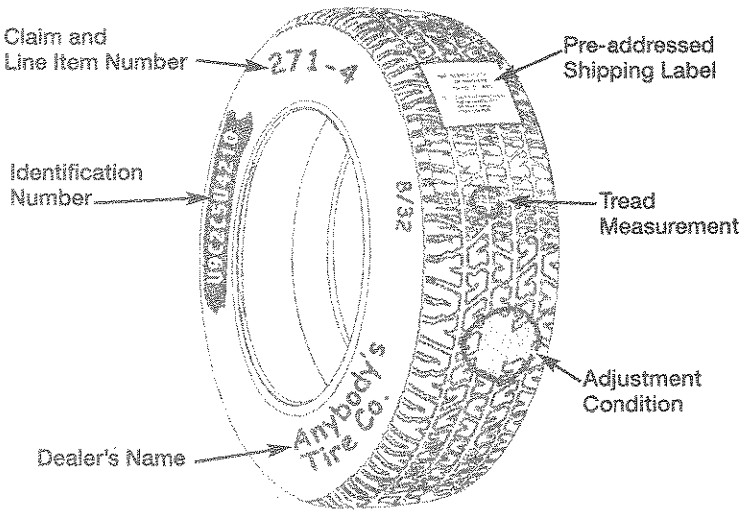
1. Fill in upper left-hand block.
2. Record size and type of item adjusted, using abbreviations.
3. Record complete D.O.T./Serial number of item adjusted (this will be 10 or 11 digits, beginning directly after the letters "D.O.T.").
4. Record appropriate condition code from list at right.
5. Record remaining tread depth.
6. Record replacement price charged customer.
7. Obtain customer's name, street address, city and state. Record date adjusted. Customer signature required for tubes.
8. Clearly mark tires or tubes in yellow crayon as follows (see example Figure 1):
   - A. Dealer name.
   - B. Mark over serial number with crayon to make clearly visible.
   - *C. TIRE CONDITION–CIRCLE AREA OF FAILURE (a two-inch crayon mark near condition should also be indicated on the bead in case the condition does not show on outside of tire). Ride Complaints should be marked on tire as "O.R."
   - D. Write the claim number close to serial number using the last three digits of the claim number and the line item number – Example: If claim number is 54339 and the line number is #4, the number you would mark on the tire would be 339-4.
   - E. CIRCLE THE AREA OF THE TREAD DEPTH MEASUREMENT. (Use one 1" circle)
9. Place shipping label on tread of each tire.
10. Record date shipped. Remove dealer file copy for your records.
11. Attach any completed warranty validation tags to the claim forms. Each tag should be stapled to the form which lists the tire related to the tag. Do **not** attach tags to tires or return them with tires.
12. If you wish to have a specific item, or items, returned for any reason, you must notify **Cooper Tire Company** in writing. The notification should be attached to the claim forms and mailed with them to Cooper. Items requested will be returned direct to the dealer at the dealer's expense.
13. Mail top copy of completed manufacturer Claim Form to:

    The Cooper Tire Company
    Attn: Consumer Relations
    701 Lima Avenue
    Findlay, Ohio 45840

14. This form must be completed and correctly filled in and each line item **MUST CONTAIN THE NAME OF THE CONSUMER before claim will be considered. FORM MUST ALSO BE SIGNED BY THE DEALER.**

TIRE CONDITION

CODE	DESCRIPTION
12	Open Splice
14	Out-of-Round or Ride Disturbance
17	Tread Cracking
32	Separation
93	Sidewall Cracking
MLG	Mileage Warranty
N/D	New Defective
*	If the code is not listed for a particular condition, please be sure to mark the area on the tire and describe as best as possible.



IMPORTANT

*WHEN WE ARE UNABLE TO LOCATE AN ADJUSTABLE CONDITION, WE HAVE NO CHOICE BUT TO DISALLOW CREDIT.

Claims For Adjustments Will Be Rejected When The Claim Form Has Not Been Properly Completed

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STRAIGHT BILL OF LADING

ORIGINAL - NOT NEGOTIABLE

Shipper No. _____

Carrier No. _____

Date _____

_____ (Name of Carrier) (SCAC)

TO: Consignee **Cooper Tire & Rubber Co.**	FROM: Shipper
On Collect on Delivery shipments, the letters "COD" must appear before consignee's name - - or as otherwise provided in Item 430, Sec. 1	
Street	Street
Destination Zip Code	Origin Zip Code
Vehicle Number	U.S. DOT Hazmat Reg. Number

Route

No. Shipping Units	* HM	Kind of Packaging, Description of Articles, Special Marks and Exceptions	Weight (Subject to Correction)	RATE	CHARGES
		Scrap Rubber Tires 194200 - Class 50		**Class 50**	
		The actual value per pound does not exceed $1.00			
		Render Freight Bill to Cooper Tire & Rubber Company,			
		P.O. Box 550, Findlay, OH 45839			

REMIT C.O.D. TO: ADDRESS	**COD** Amt: $	C.O.D. FEE: PREPAID ☐ COLLECT ☐ $
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SHIPPER	CARRIER
PER	PER
EMERGENCY RESPONSE TELEPHONE NUMBER:	DATE

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REV. 4/12

COOPERTIRES

COOPER TIRE & RUBBER COMPANY
701 Lima Avenue • Findlay, OH 45840

IMPORTANT: PACKING SLIP ENCLOSED

BILL OF LADING NO. _____

TRAILER NO. _____

Packing Slip enclosed must be delivered with the first portion of shipment. Compliance will expedite unloading.